Liaisons are coordinators, program hosts, trouble shooters and official NCLL representatives.   
Liaisons DO NOT pay for programs they are hosting. Put an **"L"** in the amount column on your registration form.

**TO CREATE A PROGRAM:**

* Attend Program Planning Committee meetings to share ideas and discuss proposed ideas and possible dates.
* Work with a presenter to find a date and time for the program. Determine an acceptable number of participants, also any equipment needed.

*-- FYI: NCLL has a new microphone*.   
*--* Projectors are provided at PWPL and NMU.

* Reserve and confirm room for program, ensure that seating capacity is adequate.

*--* Contact [jemigh@nmu.edu](mailto:jemigh@nmu.edu)   
for Superior Dome, Room B101.

*--* Reserve the Heritage or Shiras Rooms   
(capacity 40) at PWPL with this link: <https://pwpl.info/reserve-a-room-3/>

*--*Reserve the PWPL Community Room   
(capacity 75) by contacting [agarrett@pwpl.info](mailto:agarrett@pwpl.info)

* Complete a Presenter Data Sheet

--Obtain a copy of the Presenter Data Sheet from the NCLL website at the bottom of the Programs and Events page.

* Confirm all program information with the presenter and CAREFULLY PROOF it before submitting and again **before the final program booklet goes to print.**

*--*Submit the document as a Word file and save it with a relevant name, e.g. Teal Lake Hike Fall22.doc

--Email the file to the NCLL Chair and Program Planning Co-Chairs so it can be copied and pasted into the program booklet.

* If you have a large group, secure a second liaison for the registration table.
* All hikes/outdoor activities should have two liaisons.
* Please plan to find a replacement liaison if you become sick.
* **Notify the NCLL Chair and Program Planning Chair of all revisions!**

**CLASS REGISTRATIONS:**

* NCLL posts program reminders to members and the public on Facebook and the NCLL website.
* A registration deadline will be listed as one week before the program although walk-ins may be permitted.
* The office accepts and records registrations until the last week before the program, later registrations will be handled by the liaison.
* Unless otherwise requested, a class roster will be sent by email to the liaison approximately three weeks before the event and again one week before the event. Calls received the week prior to the event will be referred to the liaison. If there is no wait list, potential attendees will be told by the liaison to bring registration form and money to the event. (see wait list below)
* Liaisons will remind participants (by e-mail or phone) of the date, time, extra fees and location or meeting place of the program - Stress the importance of participants contacting you if they are unable to attend especially for full programs with a wait list.

**WAIT LISTS:**

* If a program fills, a wait list is established, the NCLL office will send a complete roster to the liaison.
* People are wait-listed in order of registration date.
* If the liaison can secure a larger room (with consent of the presenter) the Liaison will contact the participants, Program Planning Chairs and the NCLL Chair.
* It is the responsibility of the Liaison to contact the participants who are "wait listed," to notify them of their opportunity to attend the event.
* If there are cancellations, it is the responsibility of the liaison to contact the next paid participant on the wait list. All participants listed on rosters as being on the wait list will have paid for the event.
* If there is still a long wait list the day before the program, a second email to those wait-listed is appropriate.
* The NCLL office needs to be notified to provide credit for those pre-paid wait-listed registrants who do **not** make it into the event.

**PROGRAM CANCELLATIONS and RESCHEDULING:**

* If a program must be cancelled or rescheduled, the liaison coordinates with the presenter and informs the **Program Planning Chair and NCLL Chair** who emails the full NCLL Membership.
* The liaison will email or call all registered participants. If the program is rescheduled, please ask participants to confirm planned attendance. Whenever a liaison emails a group, the word NCLL should be in the subject line, as the participants may not recognize the email address.

**PREPARING FOR THE PROGRAM:**

* Program Packets will be distributed at the first program planning meeting of the term. Please double check that your folder is complete
* Each liaison will be provided a folder with materials for **all** their programs. Please check to be sure you have enough of everything for all programs.

⬜ evaluation sheets ⬜ thank you cards

* pencils ⬜ presenter vouchers
* registration forms ⬜ signage
* program books ⬜ tape
* If you urgently need some program materials, arrange a time with Marge or Julie to obtain more.
* If the NCLL microphone is needed, complete the check-out sheet (on the storage cabinet in office) when equipment is picked up and returned. Written instructions are provided. NOTE: check it out early to have time to charge it.
* Verify with the presenter that their laptop works with the location's projector. A trial run is advisable.
* Arrive 30-45 minutes early and bring your Liaison Program Packet, pencils, and $5 and $10 bills for change.
* Post 2 NCLL signs directing participants to the room. Remove the tape to adjust arrows on the signs.
* Meet the presenter and set-up equipment (a trial run is advisable). **Ask permission to take pictures.**

**CHECK-IN:**

The ROSTER IS PRIVATE - DO NOT LEAVE UNATTENDED

* Check-off names on roster using codes (NS=no-show; A=attended). NS also includes those who cancelled.
* Collect Waiver Statement & Liability Form if the waiver column on roster is blank.
* Collect any unpaid registration fees in accord with roster - make notation in the paid column of the amount of payment. (examples: pd $10, or pd $5)
* If a would-be participant is not listed on roster, have them fill in a registration form with

--name

--email

--mailing address

--phone number

* Ask that they sign and date the waiver.
* Collect the appropriate course fee. Ask non-members if they would like to join NCLL; if so collect membership fee and program registration fee.
* Hand out green "evaluation" forms to participants when checking in or place on chairs in advance.

**BEGINNING THE PROGRAM:**

* Introduce yourself.
* Ask everyone to please TURN CELL PHONES OFF OR PUT ON VIBRATE
* Mention the next 3 or 4 open events. Remind attendees to cancel any event they are unable to attend, so someone on a wait list can be notified of the opening.
* Remind registrants of the gift membership options for birthdays, retirements, etc. (in Liaison packet)
* Introduce the speaker - ask the speaker ahead of time for this introduction information.
* At the conclusion, thank the speaker and make any closing remarks.
* Collect Evaluations

**FINAL PAPERWORK: Record the attendance statistics on the top of the roster.**

This is helpful info for record keeping and must correlate with the money collected.

* **Program Summary Sheet:**

*--*Obtain from the NCLL website or use one from Liaison folder.

*--*Complete the sheet; include any participant suggestions for future programs from green evaluations.

*--*Return completed summary, program roster, waivers, cash/checks, evaluations and new membership forms, to the office within 7-10 days.

* Send the presenter a thank you note and include a summary of evaluations. Include two program gift vouchers for each presenter, indicating they are transferable.

NOTE: While the office is closed, you may drop off any NCLL materials at the Continuing Ed/Workforce Development office, which is directly across Presque Isle from Cohodas (former bank building - corner building can be accessed just off the roundabout or from Fair St). There is a brown fabric basket on the counter in which to put things. No need to notify any of the CEWD staff there. We will check the basket regularly. This office is open 7:30-4:30.